

Recommended Resource List: Dealing with Conflict

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- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook and book requests and the [Public Library Visual Materials/Kit Request](#) form for videos and DVDs.
- *Members of the general public* should contact their local public library for interlibrary loan service.

Books

Benjamin, Susan. **Perfect Phrases for Dealing with Difficult People: Hundreds of Ready to Use Phrases for Handling Conflict, Confrontations and Challenging Personalities.** New York: McGraw-Hill, 2008. Call number: [158.26 Benj](#)

Benun, Ilise. **Stop Pushing Me Around! a Workplace Guide for the Timid, Shy, and Less Assertive.** Franklin Lakes, NJ: Career Press, 2006. Call number: [650.13 Benu](#)

Eisaguirre, Lynne. **Stop Pissing Me Off! What to Do When the People You Work with Drive You Crazy.** Avon, MA: Adams Business, 2007. Call number: [658.3045 Eisa](#)

Gravett, Linda. **Bridging the Generation Gap: How to Get Radio Babies, Boomers, Gen Xers, and Gen Yers to Work Together and Achieve More.** Franklin Lakes, NJ: Career Press, 2007. Call number: [658.3145 Grav](#)

Hirsh, Sandra Krebs. **Work It Out: Using Personality Type to Improve Team Performance.** Rev. ed. Mountain View, CA: Davies-Black Pub., 2006. Call number: [650.13 Hirs](#)

Hoover, John. **Difficult People: Working Effectively with Prickly Bosses, Coworkers, and Clients.** New York: Collins, 2007. Call number: [658.3045 Hoov](#)

Jansen, Julie. **You Want Me to Work with Who? Eleven Keys to a Stress-free, Satisfying, and Successful Work Life—No Matter Who You Work With.** New York: Penguin Books, 2006. Call number: 650.13 Jans

Kindler, Herb. **Conflict Management: Resolving Disagreement in the Workplace.** 3rd ed. Boston: Course Technology, 2006. Call number: 658.4053 Kind

Maravelas, Anna. **How to Reduce Workplace Conflict and Stress: How Leaders and Their Employees Can Protect Their Sanity and Productivity from Tension and Turf Wars.** Franklin Lakes, NJ: Career Press, 2005. Call number: 658.4053 Mara

Mayer, Robert. **How to Win Any Negotiation without Raising Your Voice, Losing Your Cool, or Coming to Blows.** Franklin Lakes, NJ: Career Press, 2006. Call number: 658.4052 Maye

Noonan, William R. **Discussing the Undiscussable: a Guide to Overcoming Defensive Routines in the Workplace.** San Francisco: Jossey-Bass, 2007. Call number: 650.13 Noon

Oxman, Murray. **The How to Easily Handle Difficult People Handbook: Everything Problem-people Don't Want You to Know.** Naperville, IL: Sourcebooks, Inc., 2006. Call number: 158.2 Oxma

Scott, Gini Graham. **Disagreements, Disputes, and All-out War: 3 Simple Steps for Dealing with Any Kind of Conflict.** New York: AMACOM, 2008. Call number: 303.69 Scot

Scott, Gini Graham. **A Survival Guide for Working with Bad Bosses: Dealing with Bullies, Idiots, Back-stabbers, and Other Managers from Hell.** New York: AMACOM, 2006. Call number: 650.13 Scot

Sue, Marsha Petrie. **Toxic People: Decontaminate Difficult People at Work without Using Weapons or Duct Tape.** Hoboken, NJ: John Wiley & Sons, 2007. Call number: 658.3145 Sue

Sutton, Robert I. **The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't.** New York: Warner Business Books, 2007. Call number: 650.13 Sutt

Uhl, Arlene Matthews. **The Complete Idiot's Guide to Coping with Difficult People.** New York: Alpha, 2007. Call number: 158.2 Uhl

Wendover, Robert W. **On Cloud Nine: an Inspiring Tale: Weathering the Challenge of Many Generations in the Workplace.** New York: AMACOM, 2006. Call number: 658.30084 Wend

Withers, Bill. **Resolving Conflicts on the Job.** 2nd ed. New York: AMACOM, 2007. Call number: 658.4053 With

Videos

Communicating with Co-workers and Supervisors (Workplace Essential Skills). 29 min. KET, 1999. Video. Call number: VC 650.14 Work

Conflict Resolution: The Skill That Makes the Difference. 17 min. Edge Training Systems, 2005. Video. Call number: VC 658.4053 Conf

Dealing with Difficult People. 3 videos. Call number: VC 658.3045 Deal

Elbow Room. 9 min. Bullfrog Films, 2002. Video. Call number: VC 658.4053 Elbo

Instant Negotiator: Building Success in Business and in Life. 60 min. Instant Negotiator Inc., 2000. Video. Call number: VC 658.4052 Inst

Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work. 23 min. CRM Learning, 2007. DVD. Call number: VC DV 650.13 Work

Websites

<http://www.crinfo.org/>

CRInfo is a free service that maintains a keyword-coded catalog of over 20,000 Web, print, organizational, and other conflict resolution-related resources. These core catalogs are supplemented with thousands of additional links to Web-based news stories, feature articles, cultural background information, documents describing ongoing conflicts, and government dispute resolution-related Web pages. Last accessed on October 27, 2008.

<http://www.managementhelp.org/intrpsnl/conflict.htm>

Free Management Library: Addressing Interpersonal Conflict offers advice in the categories of Basic Advice, Towards Broader Views on Conflict in Organizations, Assessments, and General Topics. This information is assembled by Carter McNamara, PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on October 27, 2008.